

Todd Sinclair

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SENIOR TECHNICAL WRITER | DOCUMENTATION STRATEGY | AI CONTENT OPERATIONS

Summary

Senior Technical Writer with 15+ years designing documentation ecosystems that improve product adoption, reduce support costs, and accelerate software delivery. Experienced building documentation programs from the ground up, modernizing information architecture, and implementing scalable content operations for enterprise software organizations. Recognized for combining strong technical communication with process improvement, AI-assisted workflows, and cross-functional leadership to deliver documentation that is accurate, maintainable, and measurable.

Areas of Expertise

Documentation Strategy • Information Architecture • Knowledge Management • Content Governance • Technical Documentation • API Documentation • Customer Education • Docs-as-Code • AI-Assisted Documentation • Editorial Standards • Content Operations • UX Writing • Enterprise SaaS • Cross-Functional Collaboration • Agile Documentation

Career Highlights

- Built documentation programs from the ground up for multiple enterprise software organizations.
- Reduced customer onboarding time by **40%** through a redesigned customer education ecosystem.
- Reduced support contacts by **28%** by creating a centralized customer knowledge base.
- Reduced documentation drafting time from **days to hours** by implementing an AI-assisted documentation pipeline.
- Reduced documentation QA defects by **50%+** through standardized prompts, governance, and editorial review.
- Produced documentation across enterprise SaaS, financial services, CRM, AI, and corporate real estate platforms.

PROFESSIONAL EXPERIENCE

EPAM Digital Engineering & Consulting

Senior Technical Writer / Instructional Designer

November 2022 – March 2026

- Produced customer-facing documentation, administrator guides, knowledge base articles, and training content across more than a dozen enterprise software implementations.
- Modernized over 100 documentation assets by improving information architecture, navigation, organization, and consistency.
- Partnered with engineering, QA, product management, and business stakeholders to ensure documentation aligned with Agile release cycles.
- Designed and deployed an AI-assisted documentation workflow for a seven-person writing team.
- Created reusable prompt libraries, editorial guidance, and quality assurance processes that reduced drafting time from days to hours.
- Reduced documentation QA defects by more than 50% through standardized review workflows.
- Redesigned a four-course financial advisor curriculum into a modern online learning experience, managing the project from analysis through publication.

Steyer Associates Consulting

Technical Writer / Content Designer

April 2021 – November 2022

- Created documentation for a large enterprise software platform, including feature documentation, support articles, release communications, in-product content, and “What’s New” documentation.
- Partnered with engineering, product, and support teams to improve documentation quality and customer self-service.
- Led a modernization effort for more than 200 customer support articles for a major rideshare platform.
- Developed reusable templates and style guidance that improved consistency across customer support content.

- Performed editorial review and quality assurance for AI-generated documentation.
- Produced technical marketing content explaining AI and machine learning technologies for technical and business audiences.
- Authored a government-focused white paper on practical AI applications.

MIT Business Intelligence & CRM Software

Technical Writer / Instructional Designer

October 2013 – February 2021

- Established the company's first documentation program, creating knowledge bases, release notes, customer documentation, publishing standards, and documentation workflows.
- Created a centralized documentation ecosystem that became the organization's primary customer information resource.
- Designed and launched the company's customer learning platform.
- Reduced customer onboarding time by 40%.
- Reduced support contacts by 28%.
- Developed self-paced courses, instructor-led workshops, webinars, and video training.
- Produced product communications including release announcements, customer newsletters, proposals, marketing collateral, and sales enablement content.
- Worked across engineering, sales, support, and product management to ensure consistent customer messaging.

CORE COMPETENCIES

Documentation Strategy

Information Architecture, Knowledge Management, Content Governance, Editorial Standards, Style Guides, Content Modeling, Taxonomy, Documentation Planning

Technical Documentation

Product Documentation, Knowledge Bases, API Documentation (OpenAPI), Help Centers, User Guides, Release Notes, White Papers, Runbooks

Content Operations

Docs-as-Code, Git, Markdown, HTML, XML, JSON, YAML, REST APIs, Static Site Generators, Confluence, Jira, CMS Platforms, Agile / Scrum

AI Documentation

Prompt Engineering, Human-in-the-Loop Workflows, Content Automation, Claude, ChatGPT, Gemini, Microsoft Copilot, NotebookLM

Learning & Enablement

Instructional Design, SCORM, ADDIE, Bloom's Taxonomy, Storyboarding, LMS Administration (Skilljar, Evolve)

CERTIFICATIONS

- Google Cloud Platform: Generative AI Leadership
- Salesforce Certified Platform Foundations
- Anthropic AI Fluency: Framework and Foundations

PORTFOLIO

Documentation samples, information architecture case studies, AI workflow examples, training materials, and writing samples available at: [**toddsinclair.info/portfolio**](https://toddsinclair.info/portfolio)